



**BOARD OF BEHAVIORAL SCIENCES**  
1625 North Market Blvd., Suite S200, Sacramento, CA 95834  
Telephone (916) 574-7830  
TDD (916) 322-1700  
Website Address: <http://www.bbs.ca.gov>



**Meeting Notice**  
**Communications Committee**  
**March 29, 2006**

10:00 a.m. – 12:00 p.m.  
Ayres Hotel and Suites  
325 Bristol Street  
Costa Mesa, CA 92626

- I. Introductions
- II. Review and Approve January 20, 2006 Communications Committee Meeting Minutes
- III. Strategic Plan Goal #1 – Communicate Effectively With the Public and Mental Health Professionals – Report on Progress
  - A. Objective 1.1 -- Provide Six Educational Opportunities for Stakeholders and Staff on BBS Budget by July 30, 2006
  - B. Objective 1.2 -- Distribute a Handbook Outlining Licensing Requirements by December 31, 2006 to 100% of California Schools Offering Qualifying Degrees
  - C. Objective 1.3 -- Distribute Consumer Publication Regarding Professions Licensed by the Board by June 30, 2007
  - D. Objective 1.4 -- Achieve 60% on Customer Service Satisfaction Surveys by June 30, 2008
  - E. Objective 1.5 – Participate Four Times Each Year in Mental Health Public Outreach Events Through June 30, 2010
  - F. Objective 1.6 – Review and Revise Website Content Four Times Per Year
- IV. Propose New Strategic Plan Objective Under Goal 1: Communicate Effectively With the Public and Mental Health Professionals, Objective 1.7 Student Outreach
- V. Review and Discuss Board of Behavioral Sciences' (BBS) Customer Satisfaction Survey
- VI. Review and Discuss Draft Pamphlet Regarding Examination Information for Candidates
- VII. Update on BBS Outreach Program
  - A. Discuss National Association of Social Workers (NASW) Conference
  - B. Discuss California Association of Marriage and Family Therapists (CAMFT) Conference
- VIII. Discuss June 9, 2006 Marriage and Family Therapist Regional Meeting
- IX. Discuss Future Committee Meeting Agenda Items

*Public Comment on items of discussion will be taken during each item. Time limitations will be determined by the Chairperson. Items will be considered in the order listed. Times are approximate and subject to change. Action may be taken on any item listed on the Agenda.*

THIS AGENDA AS WELL AS BOARD MEETING MINUTES CAN BE FOUND ON THE BOARD OF  
BEHAVIORAL SCIENCES WEBSITE AT [www.bbs.ca.gov](http://www.bbs.ca.gov)

**NOTICE:** The meeting facilities are accessible to persons with disabilities. Please make requests for accommodations to the attention of Mona Maggio at the Board of Behavioral Sciences, 1625 North Market Blvd., Suite S200, Sacramento, CA 95834, Telephone (916) 574-7841 no later than one week prior to the meeting. If you have any questions please contact the Board at (916) 574-7830.

**State of California  
Board of Behavioral Sciences**

**M e m o r a n d u m**

**To:** Communications Committee

**Date:** March 21, 2006

**From:** Mona C. Maggio  
Assistant Executive Officer

**Telephone:** (916) 574-7841

**Subject: Agenda Item I - Introduction of the Committee**

---

The Communication Committee was formed as part of a reorganization of the Board's committees. Each of the Board committees now has express responsibility for overseeing specific goals in the strategic plan recently adopted by the board as well as a general jurisdiction.

This committee is responsible for Goal #1 in the Strategic Plan -- Communicate Effectively With the Public and Mental Health Professionals.

Committee Chair, Karen Pines will introduce Communication Committee Members and ask audience members to introduce themselves.

The Board's committees are composed as follows:

**Communications Committee**

*Chair* – Karen Pines  
Joanie Walmsley  
Peter Manoleas

**Policy and Advocacy Committee**

*Chair* - Bob Gerst  
Karen Pines  
Ian Russ  
Peter Manoleas

**Consumer Protection Committee**

*Chair* - Howard Stein  
Judi Johnson  
Bob Gerst

**Budget and Efficiency Committee**

*Chair* – Victor Law  
Donna DiGiorgio

**Blank Page**

**State of California  
Board of Behavioral Sciences**

**M e m o r a n d u m**

**To:** Communications Committee

**Date:** March 21, 2006

**From:** Mona C. Maggio  
Assistant Executive Officer

**Telephone:** (916) 574-7841

**Subject: Agenda Item II - Review and Approve January 20, 2006 Communications  
Committee Meeting Minutes**

---

The Committee is asked to approve the minutes of the January 20, 2006 Communications Committee Meeting. (Attachment A)

**Blank Page**



**BOARD OF BEHAVIORAL SCIENCES**  
1625 North Market Blvd., Suite S200, Sacramento, CA 95834  
Telephone (916) 574-7830  
TDD (916) 322-1700  
Website Address: <http://www.bbs.ca.gov>



Meeting Minutes  
Communications Committee  
January 20, 2006

Junipero Serra State Building  
320 W. Fourth Street  
Pacific Ocean Conference Room  
Los Angeles, CA 90013

**I. Introductions**

Meeting called to order at 11:00 a.m., and a quorum was established.

Committee Members Present:

Karen Pines, Chair  
Peter Manoleas  
Joan Walmsley

Staff Present:

Paul Riches, Executive Officer  
Mona Maggio, Assistant Executive Officer  
Sean O'Connor, Outreach Coordinator

Paul Riches stated that the charge of the Communications Committee is to provide direct oversight to the Board of Behavioral Sciences' (Board) Strategic Plan Goal #1 and to expand the Board's presence at public and professional outreach events. Mr. Riches said that utilizing the "committee approach" is the best way to identify the needs of the Board's stakeholders and to track the achievement of meeting the Board's outreach and communication objectives. Mr. Riches sees the committees as the "gate keepers," providing the initial review and working through issues prior to going before the Board.

Mr. Riches noted that he and Mona Maggio would share the principle responsibilities of the four committees. Mr. Riches' oversight will be to the Policy and Advocacy Committee and Budget and Efficiency Committee and Ms. Maggio will have oversight to the Consumer Protection Committee and Communication Committee.

Karen Pines encouraged Committee members to suggest items/issues for the Committee agenda. Peter Manoleas added that the public may also suggest agenda items for the Committee's consideration.

Mr. Riches informed the Committee that the committees' meeting agendas and meeting materials (packets) for January 2006 were placed on the Board's website. He added that all future Board and committee meeting agendas and meeting materials will be available on the Board's website.

## II. Strategic Plan Goal #1 – Communicate Effectively With the Public and Mental Health Professionals - Report on Progress

Ms. Pines provided a summary of the strategic objectives and progress made for each objective.

### A. Objective 1.1 -- Provide Six Educational Opportunities for Stakeholders and Staff on BBS Budget by July 30, 2006

At the November 2005 Board Meeting, Budget Analyst Paula Gershon presented a budget overview to the Board. Additionally, Ms. Gershon will prepare an article *Understanding the Board's Budget* for the Spring 2006 newsletter. Ms. Pines added that budget updates would be included in presentations to schools, associations and other venues. Ms. Pines underscored that our goal is to expand our outreach to our stakeholders.

A discussion ensued regarding other outreach opportunities for the Board to consider. Mr. Manoleas requested the Board include ethnic focused professional groups to our outreach efforts. He identified the Association of Black Social Workers (ABSW), Latino Social Workers and Latino Behavioral Health as venues for the Board to consider.

Mr. Janlee Wong, representing the National Association of Social Workers (NASW) offered to provide contact information for social work councils focused on ethnic populations. Additionally, he offered to include Board articles in the NASW newsletter. Mary Riemersma representing the California Association of Marriage and Family Therapists (CAMFT) suggested Board staff create "blurbs" for web linking from the associations' websites.

### B. Objective 1.2 -- Distribute a Handbook Outlining Licensing Requirements by December 31, 2006 to 100% of California Schools Offering Qualifying Degrees

Mrs. Pines stated that the Board had identified a need to provide students and educators with an outline of examination and licensing requirements to assist students in their education and career development. Staff is currently reviewing the Candidate Handbook and making revisions. Mr. Wong encouraged the Board to include suggestions on how candidates can reduce test anxiety. He also suggested the Board tell candidates where to obtain their experience (hours) to assist them in passing the licensing examination. Mr. Riches responded that staff encourages candidates to seek broad based experience, with good, quality supervision in a variety of work settings. Joan Walmsley said she tells the interns she supervises to respond to examination questions as they would when providing psychotherapy, not how they think they should answer the question, but to respond with "what would you actually do in this setting, with this client." Ms. Maggio stated she would talk to the Board's legal counsel as to what we can include in the handbook regarding managing test anxiety and supervision recommendations.

Ms. Pines voiced that she believes Board members should make themselves available to visit schools. Mr. Riches responded that the purpose of school visits is to educate students and educators on the licensure process. With 70+ MFT programs and 15 Social Work programs, the Board plans to visit a number of programs each year, but cannot visit each program every year.

Ms. Riemersma said the students need a staff person who they can identify with and who can answer their questions immediately. Board members and educators may be able to answer some questions but it's really a Board staff person they need. Ms. Riemersma



encouraged Board members to attend the Southern California Consortium which is another setting for providing and sharing information with educators.

The Committee requested staff bring a draft of the revised Candidate Handbook to the June 2006 meeting.

C. Objective 1.3 -- Distribute Consumer Publication Regarding Professions Licensed by the Board by June 30, 2007

Mr. Riches reported that the Board will contract with a public relations (PR) firm to assist in the development of brochures, handouts, and PowerPoint presentations as well as identify the Board's primary constituency groups and their needs. This objective will be discussed more thoroughly once the Board has secured a public relations firm and the representative has an opportunity to evaluate the Board's current materials and the needs of the constituents. Ms. Gershon is currently developing a scope of work for the bidding process to secure a PR firm. Mr. Riches hopes to have a contract secured for the 2006/07 fiscal year. Mr. Riches confirmed that publications would be available in multiple languages.

Ms. Walmsley asked if the Board can include payment advice in the client/consumer brochure as clients are confused about co-pays, insurance billing – who's responsible to bill the insurance companies and reimbursements. She said that essentially, clients need to consult their insurance provider because each provider and insurance plans are different.

Mr. Wong said outreach materials should include a client's Bill of Rights which provides information on what to expect from a therapist, what therapy does and does not include, a confidentiality statement, and how to contact the Board (telephone number, website address, and mailing address) should the client have questions or wants to file a complaint.

D. Objective 1.4 -- Achieve 60% on Customer Service Satisfaction Surveys by June 30, 2008

Ms. Pines reported that the Board does not have a mechanism in place to measure the quality of service provided to the Board's constituents. Staff determined that a customer satisfaction survey would establish a baseline for the current level of customer satisfaction and may provide suggestions for improvement in customer service. Staff is drafting a survey to measure customer service. The team considered available options for conducting the survey to achieve a high response rate from the types of constituents served by the Board. Possible options discussed were to have the survey online (website) and/or via the Board's telephone system. Staff realized that in order to reach a broad base of the Board's stakeholders the survey would need to be distributed in written format, possibly a postcard. Ms. Pines suggested the satisfaction survey be made available at outreach events.

E. Objective 1.5 – Participate Four Times Each Year in Mental Health Public Outreach Events Through June 30, 2010

Ms. Maggio reported that staff has identified two possible outreach events supported and attended by Department of Consumer Affairs (DCA) boards and bureaus. Though these events are not specific to mental health, it is a positive outreach event for the Board and should consider participation.

February 4, 2006 is Consumer Protection Day. This event, held in San Diego, focuses on how consumers can protect themselves from fraud and scams. The Board has participated in this event in the past. May 12, 2006 is Senior Summit 2006. DCA will convene a first-ever California summit on senior consumer protection. This event will consist of workshops and

panel discussions focusing on California's senior citizen community. Ms. Maggio stated that in an effort to identify outreach events specific to mental health, Board staff contacted the Board of Psychology (BOP) to identify the mental health outreach events BOP participates in and to discuss collaboration at these events. Staff was told that at this time, the BOP does not participate in mental health outreach events; however, developing an outreach program is part of BOP's strategic plan and BOP staff is willing to work with Board staff on this mutual goal.

She also contacted the Department of Mental Health (DMH) to discuss the outreach events sponsored by DMH and the audiences that would most benefit by having Board representation.

Ms. Maggio asked the Committee for input on events the Board should consider attending. Mr. Riches added that we would like to build an inventory of events for future visitation. He also commented that we would focus more on outreach once we have the PR contract in place, have identified the needs of our stakeholders, and have materials available to take to these events.

Ms. Riemersma stated that the CAMFT Conference is in May 4 – 7 2006 and Mr. Wong noted that the NASW Conference is April 21 - 22, 2006 in Los Angeles, and both offered to provide information to the Board and suggested exposure at these events would be beneficial.

#### F. Objective 1.6 – Review and Revise Website Content Four Times Per Year

Ms. Maggio reported that in an effort to ensure that the information posted to the website is current and accurate, staff has developed a quarterly schedule to review content and make edits/additions accordingly. This is an ongoing objective. The most recent review was conducted for the quarter September 30th through December 31<sup>st</sup> and was completed on December 19, 2005.

Additionally, the Board will also ask the PR firm to review our current website and make suggestions for a more "user friendly" layout, site map, and appropriate placement of information to assist our audiences in locating the information they need.

## II. Overview of the Board of Behavioral Sciences (BBS) Outreach Program

Ms. Pines introduced the Board's Outreach Coordinator, Sean O'Connor. Mr. O'Connor gave a brief background of his work history with the Board, starting in 2000 as a youth aid. Most recently he has been serving as a LCSW evaluator.

Mr. O'Connor has given two student presentations to date, one at University of Southern California (USC) and the other at Antioch University Los Angeles. He provides the students with information regarding the application process, timelines, supervision requirements and examination scheduling. He said most of the 45-minute presentation is spent fielding questions from the students. Feedback has been extremely positive.

In addition to school visits, Mr. O'Connor will be the primary contributor to the Board's newsletter, he will develop a tracking mechanism for outreach events and will create an evaluation form for attendees to complete. His duties may expand once the PR firm is hired and our stakeholders' needs are identified.

### **III. Discuss 2006 Marriage and Family Therapist Regional Meetings**

Ms. Maggio reported that the MFT Consortia are comprised of educators throughout California. In an effort to provide an opportunity for dialogue between the Board and educators, the Consortia have offered to host Regional Meetings as a forum to discuss and ask questions related to the education of MFT students. The meeting with the Southern California Consortium is tentatively scheduled for June 9, 2006. Possible discussion topics: diversity issues, supervision, Proposition 63 workforce developments, and curriculum.

Ms. Pines encouraged the Board members to attend the meeting.

### **IV. Select Dates for Future Committee Meetings**

The Committee established the following dates for future meetings:

March 29, 2006

June 28, 2006

September 27, 2006

January 17, 2007

The meeting adjourned at 12:35 p.m.

**Blank Page**

**State of California  
Board of Behavioral Sciences**

**M e m o r a n d u m**

**To:** Communications Committee

**Date:** March 21, 2006

**From:** Mona C. Maggio  
Assistant Executive Officer

**Telephone:** (916) 574-7841

**Subject: Agenda Item III - Strategic Plan Goal #1 - Report on Progress**

---

Goal #1 - Communicate Effectively With the Public and Mental Health Professionals.

**Objective 1.1 -- Provide Six Educational Opportunities for Stakeholders and Staff on BBS Budget by July 30, 2006.**

Background

In an effort to demystify the state budget process, staff will present updates as part of its educational opportunities to its stakeholders.

Update

Ms. Gershon prepared an article *Understanding the Board's Budget* for the Spring 2006 newsletter. A presentation tailored to the public is included during outreach presentations such as student and educator forums.

Staff has identified this objective as being met.

**Objective 1.2 -- Distribute a Handbook Outlining Licensing Requirements by December 31, 2006 to 100% of California Schools Offering Qualifying Degrees.**

Background

The Board identified a need to provide students and educators with an outline of examination and licensing requirements to assist students in their education and career development.

Update

Staff is currently reviewing the formerly used "Frequently Asked Questions" information, which will serve as a basis for the handbook. To meet the immediate needs of examination candidates, staff has drafted a pamphlet that answers the most common asked questions from candidates. (Agenda Item VI)

**Distribute Consumer Publication Regarding Professions Licensed by**

**Objective 1.3 -- the Board by June 30, 2007.**

Background

The Board identified a need to provide information to its stakeholders regarding various services, i.e., complaint process, licensing process, examinations, how to select a therapist, etc.

Update

Agenda Item VII provides an overview of the Board's Outreach Program to date. As part of the continuing development of an Outreach Program, the Board will contract with a public relations firm to assist in the development of brochures, handouts, PowerPoint presentations as well as identify the Board's primary constituency groups and their needs. Staff is finalizing the Public Relations Statement of Work and Project Deliverables for the PR contract bidding process. Staff is hopeful that a PR firm will be secured by the end of the 2005/06 Fiscal Year.

**Objective 1.6 -- Review and Revise Website Content Four Times Per Year.**

Background

One of the goals of the 2005 Strategic Plan is to communicate effectively with the public and mental health professionals. The BBS Website provides valuable information regarding various Board services, regulatory functions, examinations, enforcement, licensing, licensee status, etc.

Status

One of the goals of the 2005 Strategic Plan is to communicate effectively with the public and mental health professionals. The BBS Website provides valuable information regarding various Board services, regulatory functions, examinations, enforcement, licensing, licensee status, etc. This is an ongoing objective.

Since the quarterly schedule for this objective was implemented and completed in December, we have found that the leads and various staff responsible for various content areas of the website have been forwarding necessary updates to the webmaster on a regular basis rather than waiting till the quarterly time frame to have revisions made to the website.

We are recommending the "review and revise website content" be completed every six months rather four times per year. This will be completed so that it coincides with effective dates on legislation that may impacts board operations, procedures, contents, processes, forms, etc.

Since the last update was completed in December, the next "bi-annual" review of the overall website will be done in June.

Additionally, the Board is seeking to contract with a public relations (PR) firm to identify the Board's constituencies and their needs. In addition to identifying the appropriate materials to reach our audience base, the Board will also ask the PR firm to review our current Website and make suggestions as to a more "user friendly" layout, site map, and appropriate

placement of information to assist our audiences in locating the pertinent information they need.

**Blank Page**



# Memorandum

**To:** Mona Maggio, Assistant Executive Officer  
BBS Communications Committee Members

**Date:** March 22, 2006

**From:** Sean O'Connor, Outreach Coordinator  
Board of Behavioral Sciences

**Telephone Extension** (916) 574-7863

**Subject:** **Agenda Item IV – Propose New Strategic Plan Objective Under Goal 1:  
Communicate Effectively with the Public and Mental Health Professionals,  
Objective 1.7 Student Outreach**

---

## Outreach Coordinator

In November of 2005, Sean O'Connor received appointment as the first Outreach Coordinator at the Board of Behavioral Sciences (BBS). Among other duties, the Outreach Coordinator visits qualifying degree-granting colleges or universities and presents information to students and faculty on the licensure process. Students and faculty in attendance at student outreach presentations express a strong desire for such outreach efforts to continue.

The success of Board student outreach since the appointment of the Outreach Coordinator warrants consideration for the adoption of a new student outreach objective to the Strategic Plan.

## Prospective Goals for Student Outreach

Twenty-five student outreach events a year is an ambitious yet attainable goal. This is feasible from a staff resources standpoint. The Board has approximately 82 qualifying degree-granting institutions, so in a three-year period nearly all could be reached. Some schools have larger student populations; thus, these schools may require more than one visit in a three-year period. For the six student events conducted thus far, the combined total attendance is approximately 305 students. This total will easily double before the end of the Spring 2006 semester.

The Spring 2006 academic semester is the first full semester in which the Board has an operational outreach program. From January 19 to May 11, the Outreach Coordinator scheduled eleven student outreach events. Most student outreach events will occur in the Fall or Spring academic semesters. Some schools have summer programs, so presentations during the summer months will be possible but likely less frequent.

Creating a Strategic Plan objective for student outreach will ensure the Board remains committed to serving its student constituent base—the future mental health professionals of California.

**Requested Action**

Staff requests the Committee recommend to the Board the adoption of a new Strategic Plan Objective 1.7 Student Outreach:

Objective defined: Provide 25 Student Outreach events per fiscal year at qualifying degree-granting colleges and universities by June 30, 2010.

Measure: Number of student outreach visits completed in a 12-month period.

Team Members: Sean O'Connor, Kim Madsen

# Memorandum

**To:** Mona Maggio, Asst. Executive Officer  
Communications Committee Members

**Date:** March 22, 2006

**From:** Sean O'Connor  
Board of Behavioral Sciences

**Telephone:** (916) 574-7863  
**Extension:**

**Subject:** Agenda Item V – Review and Discuss Board of Behavioral Sciences' (BBS)  
Customer Satisfaction Survey

---

Objective 1.4 of the Board's Strategic Plan requires the creation of a Customer Service Satisfaction survey. This survey will aid in the Board's goal of improving customer satisfaction levels. Attached you will find four versions of the Customer Service Satisfaction.

## **General, Licensing, Enforcement and Outreach Surveys**

The General Survey will be available for request over the phone and at the front counter. Evaluators will mail out the Licensing Surveys with registration packets and initial licensure packets. Enforcement Analysts will mail out the Enforcement Survey when a complaint reaches a conclusion. The Outreach Survey will be available at school and consumer outreach events.

Team members feel pre-paid postage on the versions of the mailed surveys will encourage a large response.

Employees of the Board will manually enter the results of the hard copy versions of the survey into a database.

## **Website Survey**

The website version of the survey will ask the user to identify with a particular profile (Licensee, Applicant, Consumer) prior to completing the survey. Results from the website survey can be exported into a database where staff at the Board can analyze the data collected.

## **Requested Action:**

Staff requests the Committee review the attached draft surveys and provide feedback for finalization.

## **Attachments:**

- A. Licensing Survey
- B. Outreach Survey
- C. Website Survey

# **Attachment A**

## Licensing Survey

The Board of Behavioral Sciences strives to provide you with the best possible service. Please help us by taking a few minutes to complete our brief customer service satisfaction survey.

1) During the past 12 months how often have you contacted the Board?

☐ Frequently (6 or more times)      ☐ Rarely (1-5 times)

2) Please rate the quality of service you received. (Please check appropriate box)

Rating	Excellent	Good	Fair	Unacceptable
Courtesy				
Responsiveness				
Knowledgeable				
Accessibility				
Overall Satisfaction Level				

3) Do you find the Board's newsletter to be helpful and informative?

☐ Yes      ☐ No      ☐ N/A

4) Do you find the Board's website to be helpful and informative?

☐ Yes      ☐ No      ☐ N/A

Please note any comments or suggestions on how we can improve our services.

---

---

---

---

# **Attachment B**

## Outreach Survey

The Board of Behavioral Sciences (BBS) strives to provide you with the best possible service. Please help us by taking a few minutes to complete our brief customer service satisfaction survey.

Name of School: \_\_\_\_\_

1. What type of license do you wish to earn?

☐ MFT

☐ LCSW

☐ LEP

2. Please rate the quality of the service you received:

Rating	Excellent	Good	Fair	Unacceptable
Courtesy				
Knowledge				
Accessibility				

3. Do you feel the information presented increased your understanding of the BBS licensure process?

☐ Yes

☐ No

4. Would you recommend this presentation to someone interested in obtaining an MFT/LCSW license?

☐ Yes

☐ No

5. Comments:

---

---

---

---

---

---

---

---

# **Attachment C**



## Website Survey (Page 1)

The Board of Behavioral Sciences strives to provide you with the best possible service. Please help us by taking a few minutes to complete our brief customer satisfaction survey. To begin, please click on the link below which best describes you.

[Licensee](#)

[Applicant](#)

[Consumer](#)

## Website Survey (Page 2)

Your participation in this survey is greatly appreciated. Information collected from this survey will solely be used for the purpose of improving customer service.

- 1) During the past 12 months, how often have you contacted the Board?

Frequently (6 or more times)	▼
Rarely (1- 5 times)	

- 2) Which of the Board's units assisted you during your contact?

Continuing Education	▼
Enforcement	
Exam	
General Information	
Licensing	
Renewal/Cashering	

- 3) Please rate the quality of service you received.

Courtesy	Excellent	▼	(good, fair, unacceptable)
Responsiveness	Excellent	▼	
Knowledgeable	Excellent	▼	
Accessibility	Excellent	▼	

Your Overall Satisfaction Level	Excellent	▼
---------------------------------	-----------	---

- 4) Do you find the Board's website to be helpful and informative?

☐ Yes                      ☐ No                      ☐ N/A

- 5) Do you find the Board's newsletter to be helpful and informative?

☐ Yes                      ☐ No                      ☐ N/A

Please note any comments or suggestions on how we can improve our services.

--

## Enforcement Survey

The Board of Behavioral Sciences strives to provide you with the best possible service. Please help us by taking a few minutes to complete our brief customer service satisfaction survey.

- 1) When you initially contacted the Board, were you satisfied with the way you were treated and how your concerns were handled?

☐ Yes                      ☐ No                      ☐ N/A

- 2) Were you satisfied with the information and advice you received on handling of your complaint?

☐ Yes                      ☐ No                      ☐ N/A

- 3) Were you satisfied with the way the Board kept you informed about the status of your complaint?

☐ Yes                      ☐ No                      ☐ N/A

- 4) Were you satisfied with the time it took to process your complaint and to investigate, settled, or prosecute your case?

☐ Yes                      ☐ No                      ☐ N/A

- 5) Was the outcome of your case thoroughly explained?

☐ Yes    ☐ No

- 6) Please rate the quality of service you received. (Please check appropriate box.)

Rating	Excellent	Good	Fair	Unacceptable
Courtesy				
Responsiveness				
Knowledgeable				
Accessibility				
Overall Satisfaction Level				

Please note any comments or suggestions on how we can improve our services.

---

---

---

---

## General Survey

The Board of Behavioral Sciences strives to provide you with the best possible service. Please help us by taking a few minutes to complete our brief customer service satisfaction survey.

1) During the past 12 months, how often have you contacted the Board?

☐ Frequently (6 or more times)                      ☐ Rarely (1-5 times)

2) Which of the Board's units assisted you during your contact?

☐ Continuing Education    ☐ Enforcement            ☐ Exam

☐ Licensing                      ☐ Renewal/Cashiering

3) Please rate the quality of service you received. (Please check appropriate box.)

Rating	Excellent	Good	Fair	Unacceptable
Courtesy				
Responsiveness				
Knowledgeable				
Accessibility				
Overall Satisfaction Level				

4) Do you find the Board's website to be helpful and informative?

☐ Yes                      ☐ No                      ☐ N/A

5) Do you find the Board's newsletter to be helpful and informative?

☐ Yes                      ☐ No                      ☐ N/A

Please note any comments or suggestions on how we can improve our services.

---

---

---

---

# Memorandum

**To:** Mona Maggio, Assistant Executive Officer  
BBS Communications Committee Members

**Date:** March 22, 2006

**From:** Sean O'Connor, Outreach Coordinator  
Board of Behavioral Sciences

**Telephone Extension** (916) 574-7863

**Subject:** Agenda Item VI - MFT, LCSW, and LEP Examination Information Pamphlet

---

## **Examination Process Questions**

Employees at the Board of Behavioral Sciences receive frequent questions about certain aspects of the Board's examination process for MFTs, LCSWs, and LEPs. Employees in the Licensing and Examination Unit spend a significant amount of their day answering candidates questions about different aspects of the examination process, and most of these questions are similar in nature, including questions about timelines, preparation courses, and testing accommodations. To assist examination candidates in understanding and preparing for the examination process staff created an Examination Information Pamphlet (Attachment A) to answer the most common questions posed to staff. The pamphlet will be sent to examination candidates as an enclosure with the Notice of Examination Eligibility.

## **Development of the Examination Information Brochure**

The new informative brochure answers some of the examination candidate's most frequently asked questions and offers helpful tips for alleviating anxiety on the day of examination. The origin of most of the information in this brochure is the Examination Handbooks found on the Board website. Restructuring this information in the format of a brochure benefits the candidate because valuable information can be found quickly without having to search through a lengthy handbook.

The brochure acts as a supplement to the Examination Handbooks, not an alternative. Employees at the Board expect the distribution of this brochure will result in a more informed population of examination candidates.

The examination brochure will be available on the Board website on the "Forms and Publications" page. Also, when the Board approves a candidate for examination, the candidate will receive a letter indicating said approval with a copy of the brochure.

## **Requested Action**

Staff requests the Committee review and provide feedback regarding the Examination Information Pamphlet.

# **Attachment A**

## **Congratulations**

You completed all of the pre-licensure requirements, and you are now ready to take your licensing examination(s). The road to licensure for you is nearly complete. Now is not the time to lose focus. Stay informed and think one step ahead.

## **Examination Cycle Timelines**

In order to remain in the testing cycle and keep your hours “locked in,” you must take an examination at least once a year until you pass all required examinations. Once the Board approves you for entry in to the examination process, you **MUST TAKE** the test within one year of the stated eligibility date. If you take and fail an examination, you must re-take it no later than one year from the date of failure. Also, after failing an examination, the earliest you can retake it is approximately 160 days from the date of failure. You must submit an application for re-examination with the required fee in order to retake a test. You can find the re-examination application in the “Forms and Publications” section of the website.

**Example:** Steve passes his LCSW Standard Written Examination on 2/14/2005. He must take the Clinical Vignette Examination no later than 2/14/2006.

**Example:** Wendy failed her MFT Standard Written Examination on 1/31/2005. She must retake her Standard Written Examination no later than 1/31/2006.

**Example:** Chandra received her notice of eligibility to take the LEP Written Examination. Her eligibility notice stated an eligibility date of 4/27/2005. She must take her exam no later than 4/27/2006.

## **Facts and Strategies to Help You Through the Testing Experience**

Examinations test your knowledge and professional skills as well as your ability to make judgments about appropriate techniques and methods as applicable to the MFT/LCSW/LEP Scope of Practice.

## **Studying for the Examination**

The examination plans contained within the examination handbooks are official study guides for the material tested on the examination. Trust in your clinical education and experience when responding to the examination items.

## **A Word About Examination Prep Courses**

Some entities offer examination preparation courses. These preparation courses do not guarantee a passing score and are no substitute for education and experience. Some candidates find the courses valuable in alleviating test anxiety. Each individual is unique in how he or she prepares for an examination.

Before selecting an examination preparation course, educate yourself about the different course providers and consider the harm of taking a preparation course that offers inaccurate information.

**The Board does not recommend or endorse any examination preparation courses.**

## **Helpful Strategies for a Smooth Examination Day**

Research the location of your testing center before the day of your test. Map out a route and travel the route prior to the test date if time permits. Be sure to leave early. You should plan on arriving at the testing center **AT LEAST 15 minutes** prior to your examination. Remember, you cannot be penalized for arriving too early.

Be sure to bring valid identification with you to the test site center. Proper forms of identification include:

- Driver’s license
- State issued identification
- Military identification

Also, the form of identification must contain your signature, photo, and the name must match the name used to register for the examination, including designations such as “Jr.” or “III.” The test site center will not accept expired identification. **The test site center should disregard the middle name on the form of identification.**

## **Examination Results**

You will receive the results of the examination at the test site center once the examination is complete. If you take a paper and pencil examination, you will receive results 14 business days from the completion of your examination.

In the event you fail an examination, you will receive a re-examination application at the test site center. Applications for re-examination are also available on the “Forms and Publications” section of the Board website.

When you pass the LCSW or MFT Standard Written Examination, you will need to obtain an application to apply for the LCSW or MFT Clinical Vignette Examination. The appropriate form is the Examination/Re-Examination Form available at the test site center and on the website.

When you pass the LCSW or MFT Clinical Vignette Examination or the LEP Written Examination, you will receive an application for initial licensure.

### ***Save Your Candidate Handbooks***

The initial license fee chart is in the Clinical Vignette Handbook. LEP candidates will find the initial license fee chart on the back of the initial license application.

### **Testing Accommodations**

In recognition of the Federal Americans with Disabilities Act and the California Fair Employment and Housing Act, the Board and Thomson Prometric provide fair and reasonable test accommodations to candidates who substantiate a need due to physical or mental disability or qualified medical condition. Candidates whose primary language is not English can also request accommodations.

Candidates seeking accommodations should apply early and allow the Board sixty days for processing of a request.

Request for Accommodations forms are available in the "Forms and Publications" section of the Board website under "Examination Materials."

### **For Questions...**

While in the examination process, you can call your evaluator for any questions you might have regarding eligibility or other concerns. For questions regarding examination accommodations, you should call the Board's Testing Accommodations Coordinator.

LCSW Evaluator	(916) 574-7851
LCSW Evaluator	(916) 574-7852
MFT Evaluator (A-K)	(916) 574-7854
MFT Evaluator (L-Z)	(916) 574-7853
LEP Evaluator	(916) 574-7850

Testing Accom	(916) 574-7860
---------------	----------------

### **Scheduling an Examination**

To schedule an examination, you must call Thomson Prometric. You should call approximately thirty days prior to your preferred testing date.

**Thomson Prometric:** (800) 897-2046

# *MFT, LCSW, and LEP*

## Examination Information



## California Board of Behavioral Sciences

1625 N Market Blvd, Suite S-200  
Sacramento, CA 95834  
(916) 574-7830  
website: <http://www.bbs.ca.gov>



# Memorandum

**To:** BBS Communications Committee Members      **Date:** March 22, 2006

**From:** Mona Maggio, Assistant Executive Officer      **Telephone** (916) 574-7841  
Board of Behavioral Sciences      **Extension**

**Subject:** Agenda Item VII – Update on BBS Outreach Program

---

## **Overview Student Outreach**

Since January 20, 2006, I have presented information on the Board's licensure process to four qualifying degree-granting institutions—three MFT schools and one LCSW school. Information regarding the new outreach program is now available on the Board website. The webpage identifies how to contact me and displays upcoming outreach events. Information similar to what is on the website will also be available in the spring edition of the *BBS News*, which will be released in the near future.

## **Review of School Presentations**

Attendance at the student outreach events has been encouraging. In conversations with school faculty at the events, I hear positive comments on the Board's new outreach efforts. The "buzz" the student events generate has only been growing, and I expect it to continue to grow as the program experiences continued success. Students respond positively to the presentations as well. They seem excited to meet a Board representative in person. They appreciate the ability to ask a specific question and receive a quick, accurate response.

On January 31, 2006, I presented to a group of over 90 USC social work graduate students. My contact for this presentation informed me that those in attendance were grateful to have the opportunity to meet a Board representative and learn about the licensure process. On February 24, 2006, Paul Riches and I presented to approximately 60 MFT graduate students at San Francisco State University. One student in the audience was hearing and visually impaired and Paul and I wore a special microphone that allowed her to hear and participate in the presentation. After the presentation I emailed her the text from my PowerPoint presentation so that she could access it via a program she has on her personal computer. On February 28, 2006, I presented to about 50 MFT graduate students at Loma Linda University. Like other presentations, the students expressed gratitude in having an opportunity to learn about the MFT licensure process. Finally, on March 10, 2006, I presented to approximately 30 MFT graduate students at CSU, Sacramento. Faculty and students found the information helpful.

### **Upcoming Student Outreach Events**

CSU, Long Beach (social work) - March 24-27  
Univ. of San Francisco (MFT) - March 29  
Pepperdine University, West LA (MFT) - April 4  
Univ. of San Francisco, Sacramento (MFT) - April 12  
Univ. of San Francisco, Santa Rosa (MFT) - May 9  
CSU, Sacramento (social work) - May 11

San Diego State University (social work) - TBA

### **National Association of Social Workers (NASW) Conference**

The NASW Conference will be held April 21-22, 2006 at the Los Angeles Airport Hilton Hotel. The Board's Outreach Coordinator Sean O'Connor and Executive Officer Paul Riches will attend the conference and man a booth in the exhibit hall to distribute Board publications, and answer questions from the participants. The conference includes a variety of workshops for the participants to attend.

### **California Association of Marriage and Family Therapists (CAMFT) 42<sup>nd</sup> Annual Conference**

The CAMFT will be held May 4-7, 2006 at the Wyndham Palm Springs. This year's conference is titled Riches of the Desert. The Board's Outreach Coordinator Sean O'Connor, Board Member Joan Walmsley, and Assistant Executive Officer Mona Maggio will attend this event and will be present in the exhibit hall to distribute Board publications, and answer questions from participants.

The conference includes numerous workshops covering a breadth of topics, including the Annual Business Meeting, Legislative Update and Awards presented by Mary Riemersma, CAE.

**State of California  
Board of Behavioral Sciences**

**M e m o r a n d u m**

**To:** Communications Committee

**Date:** March 21, 2006

**From:** Mona C. Maggio  
Assistant Executive Officer

**Telephone:** (916) 574-7841

**Subject: Agenda Item VIII – Discuss June 9, 2006 Marriage and Family Therapist  
Regional Meeting**

---

The Marriage and Family Therapist (MFT) Consortia are comprised of educators throughout California. In an effort to provide an opportunity for dialog between the Board and educators, the Consortia have offered to host Regional Meetings as a forum to discuss and ask questions related to the education of marriage and family therapy students.

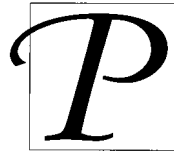
Jose' Luis Flores, M.A., Program Director of Phillips Graduate Institute will host the Regional Meeting scheduled for June 9, 2006. The agenda includes the MFT Educators Group Discussion and General Business Meeting. The Board's Executive Officer Paul Riches and one Board Member will attend and participate at the Regional Meeting.

Additionally, Mr. Flores extended an invitation to Board staff to give the MFT Student Outreach Presentation to students and interested parties prior to the Regional Meeting. Kari Frank, Lead Examination Unit Analyst will facilitate the presentation.

Board members are encouraged to attend the Regional Meeting. Additional information will be distributed as it becomes available.

Attached for your review is the Southern California Consortium of MFT Educators and Clinical Directors Meetings Schedule for 2006.

# **Attachment A**



PHILLIPS  
GRADUATE  
INSTITUTE

# **SOUTHERN CALIFORNIA CONSORTIUM OF MFT EDUCATORS AND CLINICAL DIRECTORS**

## **MEETINGS FOR 2006**

*February 24, 2006*

*June 9, 2006*

*August 25, 2006*

*December 8, 2006*

### **Schedule for each meeting:**

11:00 a.m. to 12:00 p.m.

*Clinical Supervision Group Discussion*

OR

11:00 a.m. to 12:00 p.m.

*MFT Educators Group Discussion*

12:00 p.m. to 12:30 p.m.

*Network Buffet Luncheon*

12:30 p.m. to 2:00 p.m.

*General Meeting*

**Please R.S.V.P. to Lisa Wolfe @ 818.386.5671 before each meeting**

---

---

E-mail reminders will be sent a few weeks before each Consortium meeting.  
If you would like an e-mail reminder, please send e-mail address to [Lwolfe@pgi.edu](mailto:Lwolfe@pgi.edu)

*Updated 12/1/05*

**Blank Page**

**State of California  
Board of Behavioral Sciences**

**M e m o r a n d u m**

**To:** Communications Committee

**Date:** March 21, 2006

**From:** Mona C. Maggio  
Assistant Executive Officer

**Telephone:** (916) 574-7841

**Subject: Agenda Item IX - Discuss Future Committee Meeting Agenda Items**

---

At its January 20, 2006 meeting, the Communication Committee established the following meeting dates and tentative meeting locations:

June 28, 2006 – Sacramento  
September 27, 2006 – Southern California  
January 17, 2007 – Sacramento

At this time the Committee and audience members may suggest future agenda items for consideration.